



Feeder Troubleshooting and the COM port

Overview:

In some recent cases, customers have reported issues with the functionality of the feeder. Specifically, the auto start/stop function ceases to work properly. Most of the time, this issue stems from the COM port which Windows has assigned to the printer. This document will show two things:

- A. A quick guide to troubleshooting the feeder.
- B. A primer on the COM port

Tech Bulletin:

Section A:

Begin the troubleshooting by performing the following tasks:

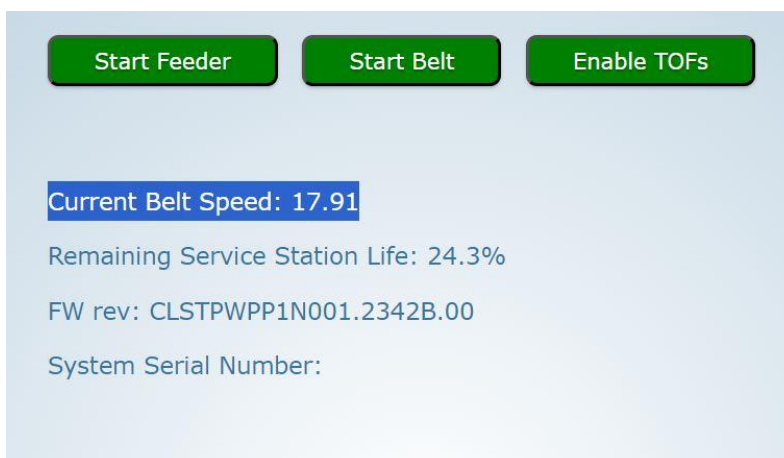
1. Ensure that the Emergency Stop is disengaged.
2. Turn the feed speed knob to the 12 o'clock position
3. Hit the jog button on the back of the feeder a couple times and verify that it can run and feed media.
 - a. If the jog button doesn't work, that means the feeder isn't receiving power. Check whether it is plugged in (See image #1). If it's plugged in and still unpowered, call Printware for further support.



Image 1



4. Set the speed of the blue belt to setting 3, start the belt with the green “Start” Button on the external control panel, then go to the Gear Menu in the DFE. The belt should start moving immediately, and you should be able to read a changing value on the “Belt speed” readout on the right side of the Gear Menu. This value should change periodically, and hover around 18.0 (error of ± 1.0 , see image #2). If the belt speed does not read as this value, move to section B on the next page.

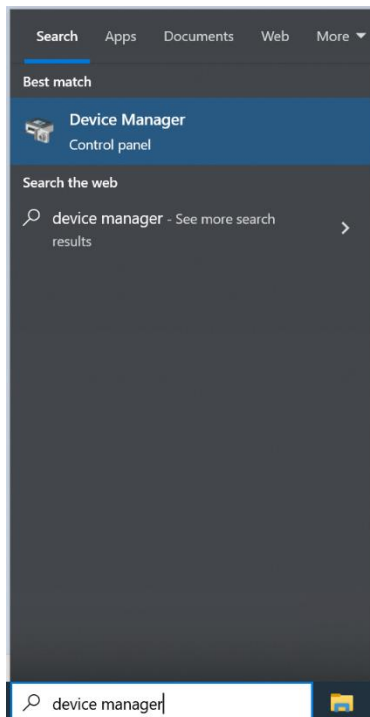
*Image 2*

Section B:

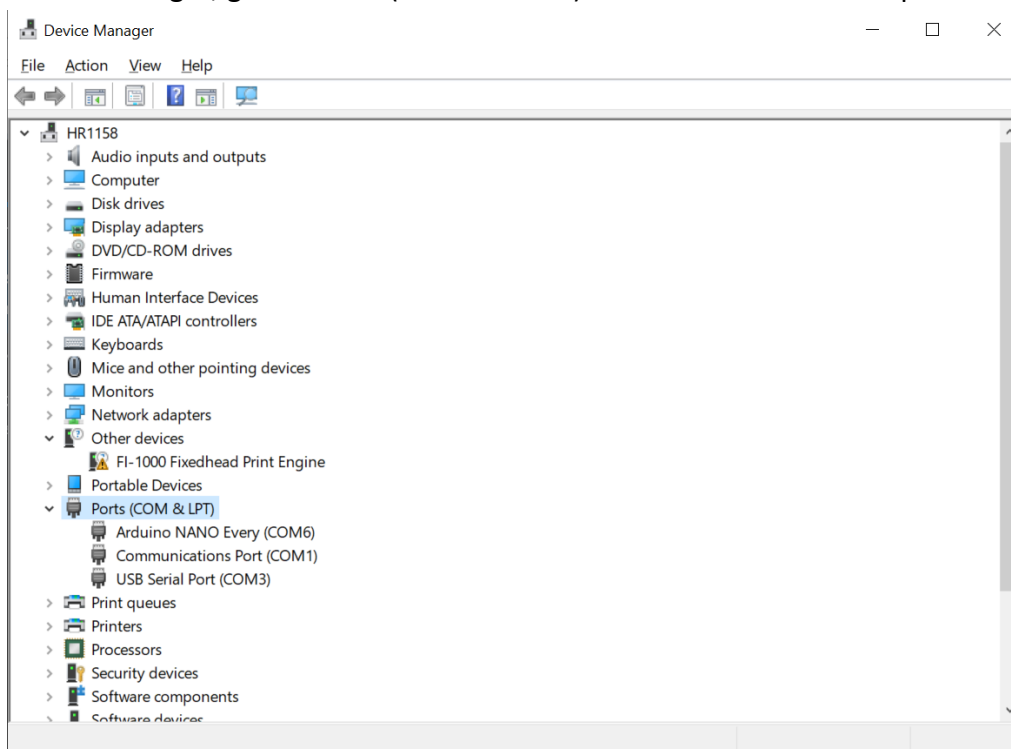
If the guide in Section A has sent you here, it is because your COM port has been misconfigured. The COM port is the protocol that the RIP uses to read the belt speed and send commands to the feeder. It is assigned randomly by Windows, but can be adjusted by the end user. In general, this COM port stays constant over time, only rarely changing on printhead replacements, or if the machine itself is moved somewhere else. The steps on the following pages will take you through the process of updating the COM port in the DFE to match the COM port assigned to the device.



1. Go to the Windows menu in the lower left corner, and search for "Device Manager"

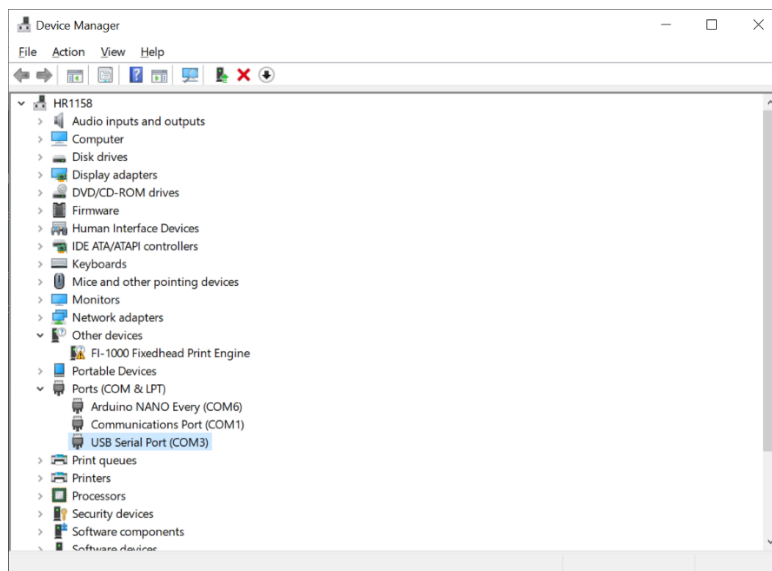
*Image 3*

2. Once in the Device Manager, go to "Ports (COM and LPT)" and look at what COM ports are in use.

*Image 4*

**Printware**

3. You should see one called "USB Serial Device (COM#)", check what COM number it's on. It will never be COM1.

*Image 5*

4. Go to the gear menu in the DFE and check the COM port there. It should match. If not, change it to match. As an example, if you see a device called "USB Serial Device (COM3)", your DFE should reflect a COM port of 3.

*Image 6*

From here, attempt to run a job. The feeder should turn on and feed as normal. If not, review the troubleshooting steps from the document, and if need be, call Printware for further support.